

Information collection and integrations used by alby

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This article outlines the current integrations alby partners with, what data is collected for those integrations, and how it's used. The following integrations allow alby to connect to the top customer service platforms for order tracking and personalized communications while maintaining data security standards.

Stamped.io, Okendo, Yotpo, BazaarVoice, PowerReviews, Hubspot, Emplifi

Action	Input	Output
Get Product Reviews	Product ID	Review Text and Ratings

Shopify MCP

Action	Input	Output
Get Cart Details	Cart ID	Cart Details
Get Product Details	Product ID	Product Details
Get Shop Catalog		Shop Catalog Info
Get Policies and FAQ		Policy/FAQ Documents
Update Cart	Product ID and Cart ID	

Zendesk

Action	Input	Output
Get Documents	Brand Account ID	Brand Documents

Gorgias

Action	Input	Output
Get Documents	Brand Account ID	Brand Documents
